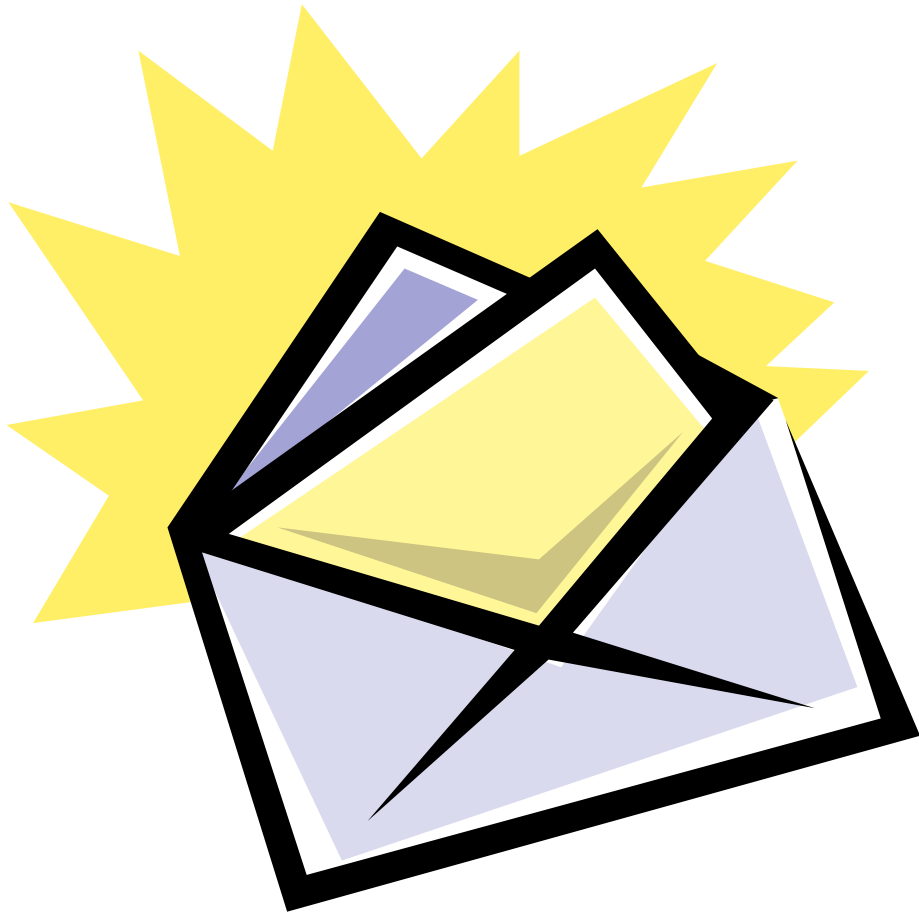


USER DEFINED CONFIRMATION LETTERS



User Defined Confirmation Letters

The user defined confirmation letters are used for guest reservations, group master reservations, golf player bookings, and golf group master bookings. (The golf player and golf group master confirmation letter types apply to tee-time bookings and are only valid if the Golf Module has been purchased and it has been already installed). When creating such letter formats, agents can insert various database variables in addition to the actual text. These database variables automatically print actual data that may be specific to a customer only.

Setting Up The Format For Various Confirmation Letters

1. At any Enter Selection screen, type "lettfto" . Or from the Main Menu, choose Database Maintenance, select "Letter Text"
2. At the **Letter Type** field press [List Values] to select the type of confirmation to be created. ("CONF" refers to a hotel guest reservation confirmation. "GRP" indicates this is a group master reservation confirmation letter. "GLFC" indicates this is a golf player tee-time confirmation letter. "GLFG" indicates this is a golf group master tee-time confirmation letter.)
3. At the **Letter Code** field, create a code and description.

If there are any existing confirmation letters, the first one is displayed on the screen. The counter that appears to the right of the Letter Code reflects the number of the confirmation letter that is currently being displayed along with the total number of existing confirmation letters. For example, (1 of 3) is displayed to indicate the first of three confirmation letters is being displayed. Use the up and down keys at the letter code to move from one existing confirmation letter on the screen to another. Or to type a new confirmation letter, press the down arrow key until the letter code field is blank.

A confirmation letter may be set up as a standard business letter and include data from the individual reservations. Specific database variables can be added into the letter to instruct the system to insert the appropriate information from the reservation records. These variables must be placed in braces "{}" and may be typed in upper or lower case letters. For example, type the database variable "{RMR#}" or "{rmr#}" to have the system input the actual room number in the confirmation letter when printed. [Enter Query] may be used to view all valid database variables. In some cases, additional parameter options are available to vary the results of the database variables via the format "{XXX(YYY)}" where "XXX" is the database variable and "(YYY)" is the additional parameter option. For example, the additional parameter option "(DLY)" (daily totals) and "(TOT)" (grand total) can be included with the database variable "GABK" (Group Rooms Reserved) in braces to print different results. To print the daily totals for group rooms reserved, type "{GABK(DLY)}" or to print the grand total for the group rooms reserved, type "{GABK(TOT)}".

Caution For Use Of Database Variables

- Although [Enter Query] and/or [List Values] can be used to view available variables and/or print commands, do **NOT** select any of them from these areas. Instead, press [Close Window] and manually type in the variable in braces. If a variable from there is accidentally selected, it is a **MUST** to go back to that line and insert the appropriate braces around it.
- Verify that all braces are inserted correctly, incomplete braces result in discrepancies.
- Do **NOT** use braces in the letter for anything other than print commands and variables

User Defined Confirmation Letters

Print Commands can also be typed into the body of the letter to instruct the system to perform a specific formatting option. These commands must be placed in brackets [] and may be typed in upper or lower case letters. [List Values] may be used to view all valid print commands. DO NOT select a variable from here it must be typed just as the database variables.

[NWLN] – This command is used to indicate a new line on the system. The “[NWLN]” command should be inserted each time a new line needs to be created or to insert a blank line in the confirmation letter. Press [Enter] as needed in the body of the text to help visualize the final format but the system does not recognize these carriage returns.

[COLS] [COLE] – The print commands “[COLS]” and “[COLE]” are used to place a group of database variables in columns on the confirmation letter. The “[COLS]” print command indicates the beginning of the columns, whereas the “[COLE]” print command indicates the end of the columns. Any database variables between a set of these print commands are placed in columns. For alignment purposes, be sure to specify the number of character spaces from the left at which the actual data represented by a database variable is printed. This can be accomplished by typing “@” followed by the number of character spaces after the database variable in the braces. For example, “{GCC@11}” indicates that the actual group golf course code, which is represented by the variable “GCC”, is printed eleven spaced from the left in the confirmation letter as indicated by “@11”. If the header names need to be included above the columns, type them in manually keeping in mind the placement of the database variables (where the actual data prints).

Caution For Use Of Print Commands

- Only database variables, **NOT** manually typed text, can be placed in columns.
- Although [Enter Query] and/or [List Values] may be used to view available database variables and/or print commands, DO NOT select any of them through these areas. Instead, press [Exit] or [Close Window] and manually type in the database variable and/or print command in the required brackets or braces.
- Verify that all brackets and braces are inserted appropriately. Incomplete brackets or braces result in discrepancies.
- Do **NOT** use brackets or braces in the letter for anything other than print commands and database variables.
- A maximum of 5,000 characters is allowed. Although the system allows to type additional characters, only the first 5,000 characters are saved to the database. Each carriage return counts as one character. Database variables and print commands are counted as seen on the screen. For example, “{AGNT}” is counted as six characters.

[INDS] [INDE] – These print commands are used to indent the text within the body of the confirmation letters. To begin an indent, type “[INDS@n]” (where *n* is the number of spaces for the indentation) followed by “[NWLN]” on its own line above the text to be indented. To end it, type “[INDE]” followed by “[NWLN]” on its own line below the text to be indented.

[PGBR] – To insert a page break, type “[PGBR]” followed by “[NWLN]” on its own line directly above where the page break should occur.

[BLSS] [BLSE] – To suppress blank lines, such as those caused by database variables that do not contain actual values (e.g., the variable “{GSA2}” may be used to print the actual value in the Address 2 field, but if this field is blank for a guest, a blank line prints instead). Use “[BLSS]” followed by “[NWLN]” on its own line to start the blank line suppression and “[BLSE]” followed by “[NWLN]” on its own line to end it. Instead of printing a blank line for the missing actual value, the system suppresses it.

The following example shows a sample business letter with print commands and variables.

User Defined Confirmation Letters

The following page is a sample setup for a standard confirmation letter:

Letter Type field: **CONF**

Letter Code field: STD (this code is user defined)

Description: **Standard Confirmation Letter**

Type the following data (below) in the **Text** portion of the screen exactly as follows. *Note: variables can be typed in either upper or lower case. ↵ This symbol indicates a carriage return or [Enter].*

{HTNM} [NWLN]↵

{HTA1} [NWLN]↵

{HTCT}, {HTST}{HTPC} [NWLN] ↵

Telephone: {HTP1} Fax: {HTFX} [NWLN] ↵

[NWLN]↵

[NWLN]↵

{GSTI} {GSNF} {GSNL}[NWLN]↵

{GSA1} [NWLN]↵

{GSA2} [NWLN]↵

{GSCT}, {GSST} {GSPC} [NWLN]↵

Confirmation #{gst#}[nwln]

[nwln]

Dear {GSTI} {GSNL},[nwln]

[nwln]

We wish to thank you for choosing the {htnm}. Our records show your arrival date is {gsad} and your departure date is {gsdd}. A {rmds} for {rmad} adult(s) and {rmch} child(ren) at the rate of \${rmrt} USD has been reserved for you.

[nwln] [nwln]

Special Requests and Information: [nwln]

{ssds} [nwln]

Check-in Time: After 3:00 p.m.[nwln]

Checkout Time: Before 11:00 a.m.[nwln][nwln]

All room reservations not guaranteed by credit card or one night's advanced deposit will be cancelled by 4:00 p.m. Cancellation policy is 4:00 p.m. day of arrival.[nwln]

[nwln]

Once again, thank you for choosing the {htnm}.[nwln]

[nwln]

Sincerely,[nwln]

[nwln]

[nwln]

[nwln]

{agnt}

Press [Save]

User Defined Confirmation Letters

Below is the printed version of the confirmation letter as setup on the previous page.

Hotel Name

Hotel Address

City, State Zip

Telephone: ***(310) 327-1000*** Fax: ***(310) 327-1100***

Mr. John Smith

220 Main Street

Suite 1

Santa Monica, CA 90402

Confirmation #: ***50013***

Dear ***Mr. Smith,***

We wish to thank you for choosing the ***Hotel Name***. Our records show your arrival date is ***01-01-2000*** and your departure date is ***01-04-2000***. A ***Double Double*** for ***2*** adult(s) and ***1*** child(ren) at the rate of ***\$250.00*** USD has been reserved for you.

Special Requests and Information:

Bottle of Champagne, Rollaway

Check-in Time: After 3:00 p.m.

Checkout Time: Before 11:00 a.m.

All room reservations not guaranteed by credit card or one night's advanced deposit will be cancelled by 4:00 p.m. Cancellation policy is 4:00 p.m. day of arrival.

Once again, thank you for choosing the ***Hotel Name***.

Sincerely,

Jane Doe

Notice the variables have now been replaced with the customer's information, (**bold** and *italic* print, has been used to emphasize the information).

User Defined Confirmation Letters

Letter Text Variables

Database variables are used to insert specific data from the system into the letter and must be placed in braces { }. Valid database variables may be displayed through [Enter Query].

Remember **DO NOT** select the variables from this window. Any number of these variables may be inserted throughout the letter as needed. When the letter is printed, the system substitutes each of them with actual data in the letter, i.e. type {AGNT} or {agnt} to print the actual agents name in the letter. The following is a list of valid database variables in all capital letters and followed by the associated variable descriptions. Type only the VARIABLE (NOT the description) in upper or lower case letters as needed and be sure to type it in between braces.

The variables below are generated based on the agent who is logged in the system at the time of printing the letter in the **Hotel Confirmations** program.

Note the Agents name and work telephone numbers are setup in **Agent Security**.

Name	Program
AGNT	Agents Name
AGPH	Agents Work Telephone Number
AGRO	Agent's Name Who Requested the Letter

The variables below are generated based on the CFT number assigned to the hotel guest, if applicable. CFT numbers are set up in the **Commercial Firm Maintenance** program.

Name	Program
CFA1	CFT Address First Line
CFA2	CFT Address Second Line
CFCC	CFT Country Code
CFCN	CFT Country Name
CFCT	CFT City
CFFX	CFT Fax Number
CFID	CFT Identification Number
CFNM	CFT Name
CFPC	CFT Postal Code
CFPH	CFT Telephone Number
CFST	CFT State

The variables below are generated based on the golf booking information associated with the hotel guest as entered in the **Book Golf Course Tee-Time** window of the **Reservations** and **Registration Entry** programs or the **Book Golf Course Tee-Time** program. These golf-related variables only apply to properties that have purchased and installed the **Golf Package**. When using these variables where the **Golf Package** is not installed, the data is not printed.

Name	Program
GFA1	Golf Player Address First Line
GFA2	Golf Player Address Second Line
GFC	Golf Course Code – COL
GFC#	Golf Credit Card Number
Name	Program
GFCC	Golf Player Country Code

User Defined Confirmation Letters

GFGD	Golf Course Description
GFCH	Golf Cardholder Name
GFCN	Golf Player Country Name
GFCO	Golf Player Company
GFCR	Golf Cart Rate Amount – COL
GFCT	Golf Player City
GFCX	Golf Credit Card Expiration
GFGA	Golf Group Arrival Date – (DAY)
GFGC	Golf Group Code
GFGR	Golf Rate Amount – COL
GFHC	Golf Player Handicap
GFID	Golf Player Identification Number
GFIN	Golf Player Index
GFNB	Golf Number of Players – (2)*, COL
GFNF	Golf Player First Name
GFNL	Golf Player Last Name
GFNR	Golf Player Name Reserved
GFP#	Golf Players Number (Internal) – COL
GFPC	Golf Player Postal Code
GFPF	Golf Fax Number
GFPG	Golf Player Group – COL
GFPH	Golf Player Phone Number
GFPN	Golf Player Name
GFPT	Golf Player Type – COL
GFPW	Golf Player Work Telephone Number
GFRC	Golf Rate Category Code – COL
GFS	Golf Player Status
GFSD	Golf Special Service Description – COL
GFSE	Golf Settlement Type
GFSS	Golf Special Service Code – COL
GFST	Golf Player State
GFTD	Golf Tee Date – (DAY), COL
GFTT	Golf Tee-Time – COL
GFTV	Golf Player Total Visits
GFXF	Golf Player Fax Extension
GFXH	Golf Player Home Extension
GFXW	Golf Player Work Extension

The variables below are generated based on the deposit. Guest and room-related information associated with the hotel guest as entered in the **Reservations** or **Registration Entry** program.

Name	Program
DPDT	Deposit Request Due Date – (DAY)
DPGR	Deposit Gross Amount
DPRC	Deposit Received
DPRQ	Deposit Request Amount (Amount still outstanding)
Name	Program
GSA1	Guest Address First Line
GSA2	Guest Address Second Line
GSAD	Guest Arrival Date (DAY)
GSAT	Guest Arrival Time

User Defined Confirmation Letters

GSC#	Guest Credit Card Number
GSCC	Guest Country Code
GSCH	Guest Cardholder Name
GSCN	Guest Country
GSCO	Guest Company
GSCT	Guest City
GSCX	Guest Credit Card Expiration
GSDD	Guest Departure Date - (DAY)
GSGT	Guest Guarantee Status
GSNF	Guest First Name
GSNL	Guest Last Name
GSNM	Guest Name
GSNR	Guest Name Reversed
GSPC	Guest Postal Code
GSPH	Guest Home Telephone Number
GSPU	Group Charges Pickup Code (Assigned to the guest)
GSPW	Guest Work Telephone Number
GSR1	Guest Remarks First Line
GSR2	Guest Remarks Second Line
GSRS	Guest Rate Suppression (This is the actual rate suppression value that prints)
GSS	Guest Status
GSSE	Guest Settlement Type
GSST	Guest State
GSSW	Guest Share Withs
GST#	Guest Reservation Number
GSTI	Guest Title
GSXH	Guest Home Extension
GSXW	Guest Work Extension
RMAC	Accommodation Code – COL
RMAD	Number of Adults – COL
RMCH	Number of Children – COL
RMDS	Accommodation Description – COL
RMR#	Guest Room Number – COL
RMRD	Rate Schedule Description – COL
RMRS	Rate Schedule – COL
RMRT	Room Rate – COL
RMYT	Number of Youths – COL
SSCD	Special Service Code(s) – COL, (C), (S)
SSOR	Special Service Description Order – COL, (C), (S) (To be used in conjunction with “{SSCD}” to sort the special service codes alphabetically or in sequence. For example, “{SSCD(C)}” or “{SSOR(C)}{SSCD}” prints special services codes alphabetically.)

The variables below are generated based on the secondary address information associated with the hotel guest as entered in the Reservations and Registration Entry programs. Each one requires an additional parameter option to indicate which secondary address type to use. The format for each of these variables and additional parameter options is “{SAXX(type)}”. For example, type “{SANM(BILL)}” to have the system print the contact’s name for the secondary address type using the property defined “BILL” (billing address) code. Since there may be multiple secondary address types, the order in which the system selects this information is as follows:

User Defined Confirmation Letters

1. The first secondary address found using the specified type would be selected.
2. If no match is found for the specified typed, the first secondary address found is used.
3. If no secondary address exists, the letter prints as if the secondary address database variable did not exist.

Name	Program
SAA1	Secondary Address First Line
SAA2	Secondary Address Second Line
SACC	Secondary Address Country Code
SACN	Secondary Address Country Name
SACO	Secondary Address Company
SACT	Secondary Address City
SAEX	Secondary Address Telephone Extension
SAFX	Secondary Address FAX Number
SANF	Secondary Address Contact First Name
SANL	Secondary Address Contact Last Name
SANM	Secondary Address Contact Name
SANR	Secondary Address Contact Name Reserved
SAPC	Secondary Address Postal Code
SAPH	Secondary Address Telephone Number
SAST	Secondary Address State
SATI	Secondary Address Contact Title

The variables below are generated based on the current hotel number set up in the **Hotel Name** program.

Name	Program
DATE	Current Date – (DAY)
HTA1	Hotel's First Address Line
HTA2	Hotel's Second Address Line
HTCC	Hotel Country Code
HTCN	Hotel's Country Name
HTCT	Hotel's City
HTFX	Hotel's FAX Number
HTNM	Hotel's Long Name
HTP1	Hotel's First Telephone Number
HTP2	Hotel's Second Telephone Number
HTPC	Hotel's Postal Code
HTSN	Hotel's Short Name
Name	Program
HTST	Hotel's State
HTTL	Hotel's Telex Number
HTTW	Hotel's TWX Number

The variables below are generated based on the travel agency/IATA number assigned to the hotel guest, if applicable. Travel agency/IATA numbers are set up in the Travel Agency Maintenance program. Note that the additional parameter option "(B)" should be used in a column format as indicated by "& COL":

User Defined Confirmation Letters

Name	Program
TAA1	Travel Agency Address First Line – (B) & COL, (2)
TAA2	Travel Agency Address Second Line – (B) & COL, (2)
TACC	Travel Agency Country Code – (B) & COL, (2)
TACN	Travel Agency Country Name – (B) & COL, (2)
TACO	Travel Agency Contact Name – (2)*
TACT	Travel Agency City – (B) & COL, (2)
TAEX	Travel Agency Telephone Extension – (B) & COL, (2)
TAFX	Travel Agency FAX Number – (B) & COL, (2)
TAID	Travel Agency/IATA Number – (B) & COL, (2)
TANM	Travel Agency Name – (B) & COL, (2)
TAPC	Travel Agency Postal Code – (B) & COL, (2)
TAPH	Travel Agency Telephone Number – (B) & COL, (2)
TAST	Travel Agency State – (B) & COL, (2)

* “{TACO(2,Contact Type)}” may be typed where the contact type is an actual contact type code defined by the property for the main or secondary contact. The travel agency contact name for the second IATA number and specified contact type code is printed. If there are multiple contact names for the same contact type, only the first contact’s name is printed.

The variables below are generated based on the group contact address information associated with the group master as entered in the **Group Master Screen** program. Each one requires an additional parameter option to indicate which group contact address type to use. The format for each of these variables and additional parameter option is “{COXX(type)}”. For example, type “{CONL(SEC)}” to have the system print the group contact’s last name for the property-defined “SEC” (secondary address) type. Since there may be multiple group contact address types, the order in which the system selects this information is as follows:

1. The first group contact address found using the specified type is selected.
2. If no match is found for the specified type, the first group contact address found is used.
3. If no group contact address exists, the letter prints as if the group contact address database variable did not exist.

Name	Program
COA1	Group Contact Address 1
COA2	Group Contact Address 2
COCC	Group Contact Country Code
COCN	Group Contact Country Name
COCO	Group Contact Company
Name	Program
COCT	Group Contact City
COEX	Group Contact Extension
CONF	Group Contact First Name
CONL	Group Contact Last Name
COPC	Group Contact Postal Code
COPH	Group Contact Telephone
COST	Group Contact State
COTI	Group Contact Title

User Defined Confirmation Letters

The variables below are generated based on the group code assigned to the group master. Group codes are set up in the Group Master Screen program. Note that the additional parameter option "(DLY)" should be used in a column format as indicated by "& COL":

Name	Program
DPDT	Deposit Request Due Date – (DAY)
DPGR	Deposit Gross Amount
DPRC	Deposit Received Amount
DPRQ	Deposit Request Amount (Amount that is still outstanding)
GAAC	Group Accommodation Code – COL
GABK	Group Rooms Reserved – (DLY), &COL, (TOT)
GABL	Group Rooms Committed – (DLY), & COL, (TOT)
GADS	Group Accommodation Description – COL
GADT	Group Availability Date – (DAY), COL
GRA1	Group Address First Line
GRA2	Group Address Second Line
GRAD	Group Arrival Date – (DAY)
GRAN	Group A/R Customer Name
GRAR	Group A/R Customer Account Number
GRC	Group Code
GRC#	Group Credit Card Number
GRCC	Group Country Code
GRCD	Group Cutoff Date – (DAY)
GRCN	Group Country Name
GRCO	Group Company
GRCT	Group City
GRCX	Group Credit Card Expiration Date
GRDD	Group Departure Date – (DAY)
GREX	Group Telephone Extension
GRFX	Group FAX Number
GRNM	Group Name
GRPC	Group Postal Code
GRPH	Group Telephone Number
GRR1	Group Remarks First Line
GRR2	Group Remarks Second Line
GRS	Group Status

Name	Program
GRS#	Group Sales Number
GRSE	Group Settlement Type
GRSN	Group Salesperson Name
GRSP	Group Salesperson Code
GRST	Group State
SSCD	Special Service Codes(s) – COL, (C), (S)
SSOR	Special Service Order – COL, (C), (S) (To be used in conjunction with "{SSCD}" to sort the special services codes alphabetically or in sequence.)

Printing A Confirmation Letter For An Individual Reservation?

User Defined Confirmation Letters

Hub Class Hotel Geac Customer Support		PRINT SCREEN		Date: 21-MAR-1998 SAT Time: 02:04 PM	
Hotel Confirmations					
PRINTER [REDACTED]					
Confirmation Type [REDACTED]		HOTEL CONFIRMATIONS Confirmation Option [REDACTED]		Sort Order [REDACTED]	
INDIVIDUAL RESERVATIONS:		Guest [REDACTED]			
Group Code [REDACTED]		Arr [REDACTED]			
WS Code [REDACTED]		[REDACTED]			
Include Tour Code? [REDACTED]		Tour Code [REDACTED]			
Start Date [REDACTED]		End Date [REDACTED]		Start Letter [REDACTED]	
GROUP MASTERS:		Grp Cd Arrive Conf Group Name			
[REDACTED]		[REDACTED]			
[REDACTED]		[REDACTED]			
[REDACTED]		[REDACTED]			

Once the required information on the print process screen is complete, press [Save] to start printing.

Printing A Confirmation Letter For A Group Master?

To print group master confirmation letters the "Confirmation" field in the Miscellaneous Information window of the Group Master Screen program must be set to "Y" (confirmation required). To flag the desired group masters, agents must type "G" (group master confirmation letters) at the Confirmation Type field of the Hotel Confirmations screen. The system prompts for the group codes, arrival dates, and confirmation types. The confirmation types are the group confirmation letter codes defined in the Letter Text program.

Hub Class Hotel Geac Customer Support		GROUP MASTER		Date: 21-MAR-1998 SAT Time: 02:10 PM	
Group	GOLF	Golf Group	Arrival	03-10-1998	Time [REDACTED]
Status	DEF	Definite	Hotel	214	Depart 03-12-1998 Time [REDACTED]
Master	[REDACTED]	[REDACTED]	Cutoff	03-10-1998	Time [REDACTED]
Sales	[REDACTED]	Nbr [REDACTED]	Group Number	81	
Marketing Information			Miscellaneous Information		
Source	CRS	CRO	Group Type	[REDACTED]	
Market	MERG	SMERF Group	Housing By	[REDACTED]	
Region	[REDACTED]	[REDACTED]	Confirmation	Y	[REDACTED]
Stat 1	[REDACTED]	[REDACTED]	Tax Exempt ID	[REDACTED]	[REDACTED]
Stat 2	SMERF	Group SMERF-	Arriving Flight	[REDACTED]	Time [REDACTED]
VIP	[REDACTED]	[REDACTED]	Departing Flight	[REDACTED]	Time [REDACTED]
Comp	[REDACTED]	[REDACTED]			
Club 1		[REDACTED]	Number	[REDACTED]	Exp [REDACTED]
Club 2		[REDACTED]		[REDACTED]	